

1 we have to pay and coordinate your switch. But on the other
2 hand --

3 BRIAN MILLER: I had requested that you switch
4 back in March already.

5 MARSHA GIBBS: I understand that. But the thing
6 of it is, is that they still need to come in and migrate the
7 lines from us.

8 BRIAN MILLER: Who does?

9 MARSHA GIBBS: Your long distance company.

10 BRIAN MILLER: The long distance company, you're
11 talking about Cable and Wireless?

12 MARSHA GIBBS: Yes. Your long distance company
13 needs to do what they need to do on their end and request
14 RUSS board and request the lines to go onto their network.
15 We can't go into their service internally and tell them what
16 to do.

17 BRIAN MILLER: We have given them the
18 authorization on the fifth or eighth of April, and they were
19 told by your company that they would be switched over on the
20 11th.

21 MARSHA GIBBS: Yes, and at this point, they have
22 not requested those 800 numbers from us yet. They're still
23 billing here with our company. So --

24 BRIAN MILLER: I would "inaudible" that they had
25 requested it, and they were told by your company they

1 couldn't be switched until the 11th. That's what I was
2 told.

3 MARSHA GIBBS: Well, now, we didn't even have in
4 here where they actually even requested them. So, I mean
5 I'm going to honor what you chose to do either way. That's
6 the reason why I asked you in the beginning --

7 BRIAN MILLER: Yes, I --

8 MARSHA GIBBS: -- if you want us to go ahead and
9 shut them down or if you want us to --

10 BRIAN MILLER: I definitely want them shut down
11 and switched over to them, because I signed an
12 authorization.

13 MARSHA GIBBS: Well, if you -- well, that's fine,
14 but if I shut them off, because they're still physically
15 PIC'd here to our company, what will happen is, is anybody
16 that calls into your office it would have that you were
17 temporarily disconnected on those 800 numbers, because
18 they're still here with us.

19 BRIAN MILLER: Okay. On the agreement that you
20 gave us, you said that all we had to do was notify you,
21 which we did back in March, and you would switch us back to
22 that previous carrier.

23 MARSHA GIBBS: Yes. We have. We "inaudible".
24 They haven't picked it up from us yet.

25 BRIAN MILLER: Okay.

1 MARSHA GIBBS: So that's why -- hold on a minute.

2 Let me explain this, because you're not letting me explain
3 it entirely before you ask me another question.

4 Okay. This is what's going on with this. We have
5 done what we needed to do here. We've changed the pixies.
6 Okay. Basically we've released it. It's ready for them to
7 come in and pick up from us, but they haven't done that yet.

8 So in essence you know we can do what we need to
9 do on this end to make sure that everything is right so when
10 they come in and migrate it from us it goes over to them
11 smoothly, but they need to do what they need to do
12 internally in order to do that. We don't have control over
13 what their system is set up to do for you.

14 BRIAN MILLER: Okay. Let me give them a call
15 then.

16 MARSHA GIBBS: Okay. So, Brian, what is it that
17 you want us to do? Do you want me to go ahead and take it
18 down or do you want me to keep it up and running until they
19 can get it switched?

20 BRIAN MILLER: Yes. Take it down. I'll give them
21 a call. They should be able to have it up yet today.

22 MARSHA GIBBS: Okay.

23 BRIAN MILLER: So --

24 MARSHA GIBBS: Can you send me a letter of
25 cancellation? Because you have five 800 numbers.

1 Usually --

2 BRIAN MILLER: "inaudible"

3 MARSHA GIBBS: -- request to do that. I know.

4 I'm the director of operations, and so I want to get that
5 from you, and I want you to put attention Marsha Gibbs.

6 BRIAN MILLER: Okay.

7 MARSHA GIBBS: You can scratch it on company
8 letterhead that you want the 800 numbers disrupted.

9 BRIAN MILLER: Okay. Even though I had already
10 given you a letter of cancellation back in March, you need
11 another letter of cancellation?

12 MARSHA GIBBS: Yes. Because they're still here.
13 It doesn't matter what happened in March. Regardless of the
14 fact that -- it's -- the 800 numbers are still here. I'm
15 going to handle it myself. That's why I asked you if you
16 would send it over to me. So, if you can put that I want my
17 numbers disconnected from CR Com Systems and if you can date
18 it and sign it and send it to my attention. My fax is
19 800-315-5667.

20 BRIAN MILLER: Okay.

21 MARSHA GIBBS: Then I'll make sure this is done.

22 BRIAN MILLER: Spell your last name.

23 MARSHA GIBBS: Yes. G-I-B-B-S.

24 BRIAN MILLER: G-I-B-B-S?

25 MARSHA GIBBS: Uh-huh.

1 BRIAN MILLER: Okay. I will -- and then you want
2 it faxed to 800-315-5667?

3 MARSHA GIBBS: Uh-huh.

4 BRIAN MILLER: Okay. I will fax that today.

5 MARSHA GIBBS: Okay.

6 BRIAN MILLER: I will call them right away. If
7 they call -- if they attempt to do this right away, they can
8 pick it up immediately then? That's what you're telling me?

9 MARSHA GIBBS: No. They can't pick it up
10 immediately. What's going to happen is, they're going to
11 request it. It's going to take them at least two business
12 days before they can pick it up. That's procedure. Just to
13 let you know, give you an idea of the "inaudible" of what's
14 done.

15 BRIAN MILLER: They told me that was done back on
16 the eighth or ninth and you had told them it wouldn't happen
17 until the 11th. Somebody at your office.

18 MARSHA GIBBS: Well, the thing of it is, is that
19 it was released, but they haven't picked them up yet. They
20 haven't migrated them from us yet.

21 BRIAN MILLER: Okay. I will call.

22 MARSHA GIBBS: So that's what's going on right
23 now.

24 BRIAN MILLER: Okay. But I'll get you a fax, and
25 I will call them right now.

1 MARSHA GIBBS: Okay.

2 BRIAN MILLER: Okay. Thank you.

3 MARSHA GIBBS: Bye, bye.

4 FEMALE VOICE: Thank you for calling Todd One DMC.
5 Your call will be answered by the first available
6 representative.

7 LAURA: "inaudible" Laura.

8 MARSHA GIBBS: Yes, hello. Can I speak with
9 Janice, please?

10 LAURA: Sure.

11 MARSHA GIBBS: Thank you.

12 JANICE: Janice Steiner.

13 MARSHA GIBBS: Hi, Janice. It's Marsha calling
14 back. Were you able to get him?

15 JANICE: I have not called him up. I'm expecting
16 him to come in here by five or 5:30.

17 MARSHA GIBBS: Okay.

18 JANICE: Because we haven't been able to get him.

19 MARSHA GIBBS: Okay. So what did you want to --

20 JANICE: Golf course is about 30 miles away. So,
21 I don't know. I tried the house. I don't get anybody
22 there.

23 MARSHA GIBBS: You don't get anybody?

24 JANICE: Uh-uh. His wife teaches at a community
25 college.

1 MARSHA GIBBS: I know he's going to be upset,
2 because these -- you know I didn't even check the traffic
3 within the last hour, and -- when was this company supposed
4 to take you over? Do you know?

5 JANICE: I thought it was today, but I didn't know
6 for sure. Because I hadn't been -- I hadn't gotten involved
7 in until --

8 MARSHA GIBBS: They have not even requested one
9 number. Now, we have like -- we have so many numbers that
10 are still billing here. So many. It's just so --

11 JANICE: But you know that's good for you if
12 they're still billing there, right?

13 MARSHA GIBBS: But you know what? The thing of it
14 is, is that at our company's standpoint, because we're
15 calling you from our operations cancel department, that's
16 not even an issue.

17 The issue at hand is, yes, if we continue to bill
18 you, yes, that would be a benefit for our company, but can
19 you imagine having our company being that serious of a
20 liability because we're carrying the traffic unauthorized?

21 So you know that's just worse. You're carrying
22 traffic you know without consent.

23 JANICE: But we authorized you to do -- when you
24 were billing yesterday with this -- under the same --

25 MARSHA GIBBS: Yes, but since then we have

1 received that disconnect in the system.

2 JANICE: You just told me you haven't heard from
3 them.

4 MARSHA GIBBS: No. We received an alert in the
5 system from the local that you were switching vendors. The
6 company -- we know that you're going with Sprint. Sprint
7 has not physically picked up the lines yet, but your intent
8 is to switch with them.

9 The whole issue is the fact that until they
10 request it from us to disconnect it --

11 JANICE: Then we're --

12 MARSHA GIBBS: -- through the local --

13 JANICE: We're in the same agreement that we
14 were --

15 MARSHA GIBBS: We're not. Because --

16 JANICE: Why?

17 MARSHA GIBBS: Because we got that disconnect from
18 the local, and our system that you're switching vendors.

19 JANICE: "inaudible" who the local is.

20 MARSHA GIBBS: That -- Sprint. That
21 automatically --

22 JANICE: You said you hadn't heard from Sprint.

23 MARSHA GIBBS: No. Okay. Janice, the reason you
24 were called in the first place by Delphine is because there
25 was an alert in our system that you were switching vendors.

1 .Okay? We know that you're going to Sprint. Okay? Because
2 through the conversations and because of an alert in the
3 system, you're going to Sprint. But, we're looking at the
4 traffic and Sprint has not picked up the lines. So we have
5 a disconnect.

6 JANICE: Hold on. We're under the same
7 arrangement with you right now --

8 MARSHA GIBBS: But you're not.

9 JANICE: "inaudible".

10 MARSHA GIBBS: Right. Because we didn't know it.

11 JANICE: The fact that they notified you, that's
12 what I don't understand, because they haven't actually
13 switched anything. So if they notified you, what does that
14 do to you? Tell me that. I don't understand that.

15 MARSHA GIBBS: What that does to us is that
16 totally omitted any authority that we had to carry any of
17 this traffic, because they sent that alert in through the
18 system.

19 JANICE: Okay.

20 MARSHA GIBBS: They weren't ready to pick it up
21 yet.

22 JANICE: But what does it do as far as you billing
23 us?

24 MARSHA GIBBS: We could be at a serious liability,
25 because right now we are billing you without authorization.

1 .See what happened was is they put that alert in too early
2 before they could get it switched.

3 JANICE: But you've got the same authorization you
4 had a week ago.

5 MARSHA GIBBS: But it was voided when we got
6 our -- we didn't know that you were switching a week ago.

7 JANICE: "inaudible"

8 MARSHA GIBBS: We didn't get it in our -- in the
9 system until Delphine called you.

10 JANICE: But we didn't void it. So how can it get
11 voided? We didn't void our --

12 MARSHA GIBBS: When you sign -- well, hold on.
13 Janice, when you signed the letter of authorization with
14 Sprint, it voided out any authorization we had to carry the
15 traffic.

16 JANICE: But they haven't done it yet. So until
17 they do it, you're still authorized. Sign up.

18 MARSHA GIBBS: But we're -- but we don't have
19 proper authorization on file, because --

20 JANICE: "inaudible"

21 MARSHA GIBBS: -- it's a letter --

22 JANICE: "inaudible"

23 MARSHA GIBBS: "inaudible" answer you. I mean I'm
24 the director. I run this department. I've been doing this
25 with this company for six years.

1 JANICE: I've been doing this for twenty --

2 MARSHA GIBBS: I can't -- right. I can't tell you
3 what your policies are and your procedures are within that
4 business. I wouldn't even attempt to try to do it, because
5 if you told me that this was what you needed to have, you
6 know and that's how your system is set up, and that's how
7 you know the FCC guidelines are, I would have to honor that
8 because that's your company and that -- those are your
9 policies and procedures.

10 With our company, they shouldn't have sent us --
11 it's like they sent us a disconnect, but they're just
12 letting the lines sit here.

13 JANICE: What did they send the disconnect for?

14 MARSHA GIBBS: For us to disconnect the long
15 distance from our company.

16 JANICE: On which one?

17 MARSHA GIBBS: All of your lines. All of your
18 service. Tied land. They sent in the letter. We knew you
19 were switching vendors when we called you, because of the
20 alert that was in the system.

21 JANICE: I understand that you wouldn't have
22 called if you didn't know that.

23 MARSHA GIBBS: Right.

24 JANICE: I understand all that. But, I just don't
25 understand what the problem with your continuing to carry it

1 until the switch gets made.

2 MARSHA GIBBS: Because we can't now, because
3 they've alerted us since then that we should disconnect, and
4 they don't have them picked up yet.

5 JANICE: "inaudible" should disconnect?

6 MARSHA GIBBS: We've got a disconnect in our
7 system from the local. From your local company. That you
8 were switching vendors. It's the same person. Sprint. So
9 in essence -- okay. Right. Then they sent it in to us, but
10 they haven't taken anything from us yet. They haven't even
11 moved the request to the 800 numbers to be switched. So
12 technically --

13 JANICE: So you're getting "inaudible" for long
14 distance business until they switch.

15 MARSHA GIBBS: It doesn't matter, because you know
16 what? The consequences that you would have in carrying the
17 traffic at a liability and billing you for a couple days is
18 not worth the liability that it would cost the company.

19 JANICE: "inaudible" liability would you have,
20 Marsha?

21 MARSHA GIBBS: Because we're carrying you
22 unauthorized our company could be fined.

23 JANICE: By whom?

24 MARSHA GIBBS: By the FCC.

25 JANICE: But you're carrying it unauthorized?

1 MARSHA GIBBS: Yes. That's the reason. They --
2 the thing of it is, is they shouldn't have never even
3 alerted us if they weren't prepared to switch it.

4 JANICE: Well, that's true. They shouldn't have.

5 MARSHA GIBBS: You know what I mean? Because I'll
6 wear the black eye for what caused you to do this in the
7 first place. I will, but the thing of it is, is that this
8 is not our fault. We're trying to help a customer that's
9 leaving us, you know and then -- I -- if you state it on an
10 addendum that it's only until the company can come in and
11 pick you up.

12 JANICE: Yes.

13 MARSHA GIBBS: You're stating that clearly on the
14 addendum. You're writing see attached addendum. This call
15 is monitored. Have --

16 JANICE: The addendum, I told you I don't mind
17 saying -- I don't mind doing something on the letterhead
18 saying, please carry us until --

19 MARSHA GIBBS: But we have to have the letter of
20 authorization to go with that, because that's giving us
21 authorization to carry it in the interim period. It -- we
22 can't just take that.

23 JANICE: Marsha? Now may I say something? Will
24 you not interrupt me if I try to say something?

25 MARSHA GIBBS: Yes, that's because you interrupt

1 me when I'm trying to explain something to you, and I'm just
2 trying to let you know because you're trying to come back at
3 the point that we can't -- you know why can't you do this,
4 and I'm trying to tell you why. It's frustrating, because
5 I'm trying to tell you why we can't, and I don't want your
6 "inaudible" to get cut off.

7 JANICE: Okay.

8 MARSHA GIBBS: I don't want that for your company.
9 I don't want that for you, because then you're going to
10 have to answer to them you know and I -- we would much
11 rather you have a smooth transition.

12 JANICE: What is -- it may be as late as Monday.
13 What would that do?

14 MARSHA GIBBS: The -- you -- we'll keep an open
15 line until they pick it up, and just to let you know how
16 simple it is, as soon as they come in here --

17 JANICE: What if we don't sign anything and they
18 don't get it switched until Monday?

19 MARSHA GIBBS: It'll -- if you don't sign anything
20 and they don't get it switched until Monday, it will cause a
21 disruption in everything that you have.

22 JANICE: What --

23 MARSHA GIBBS: And I've been waiting to call you
24 back before we did anything on this end, hoping that
25 everything would be all right and you know we can go ahead

1 and get the -- what we needed from you in order to get this
2 done, and I can't get it from you.

3 JANICE: Well, I can't do it without a CEO,
4 because he gave me a direct order not to, and I can't. I'll
5 get fired if I do it.

6 MARSHA GIBBS: You don't know. That's why -- I
7 know that. And that's fine. I mean I respect that, but the
8 thing of it is, is that I hope that he calls soon, because
9 as of -- as the point you've just said, you know you've been
10 doing -- you've been with that company for a long time. You
11 probably have a high stature in that company. If you don't
12 follow his procedures he set up for you, you could lose your
13 job.

14 I'm not going to go as far as to say that I could
15 lose my job, because that's not the detriment for me at this
16 point. Our company -- my standpoint is more of a company
17 standpoint, because you are leaving and we got the request.
18 They shouldn't have sent it into us before they were ready
19 to do this, because then this -- we wouldn't be having this
20 conversation right now.

21 JANICE: What would you be doing? You'd be
22 continuing to bill us and they'd be in the process of making
23 the switch.

24 MARSHA GIBBS: If they hadn't alerted us.

25 JANICE: "inaudible" right now.

1 MARSHA GIBBS: If they hadn't alerted us.

2 JANICE: Yes, that's what I mean. So, we'd be --
3 so they'd be in the process of switching. You wouldn't know
4 the difference. So, you're saying --

5 MARSHA GIBBS: Yes, usually when we get these
6 things --

7 JANICE: "inaudible" operating without
8 authorization from us.

9 MARSHA GIBBS: No. Usually when we get these
10 systems and usually when the vendor sends it in to us, the
11 "inaudible" is already cancel. You see what I'm saying?
12 It's a matter of canceling out in the system. The only
13 reason you were called is that your account was red flagged,
14 because you still have traffic with us.

15 JANICE: Well, but if they -- if you hadn't got
16 that disconnect order, then you'd still be billing us, and
17 they'd be in the process of switching, and you would have
18 never known it.

19 MARSHA GIBBS: Right.

20 JANICE: So then you'd be --

21 MARSHA GIBBS: Right. Because normally --

22 JANICE: -- providing service with no
23 authorization?

24 MARSHA GIBBS: No. That's not what it would have
25 been, because they wouldn't have sent it in yet. They

1 wouldn't even have sent it. They wouldn't have sent it
2 until they were ready to send it.

3 JANICE: That's not making any sense.

4 MARSHA GIBBS: They weren't -- normally that
5 company shouldn't have sent us in a cancel, until after they
6 were ready to pull all the lines.

7 JANICE: Well, what difference --

8 MARSHA GIBBS: Normally, the cancel --

9 JANICE: -- "inaudible" cancel or not?

10 MARSHA GIBBS: I'm sorry?

11 JANICE: What difference does it make if they send
12 in the cancel? If they hadn't sent in the cancel and they
13 were in the process of switching it, then everything would
14 be fine and you'd --

15 MARSHA GIBBS: Well, we would have known that they
16 were even switching it, but usually it would have been --
17 everything would have been -- like this morning, if they
18 told you, okay we're going to get all the lines ported over
19 today, okay, and they were ready to pick that up and we had
20 a request in the system that this company was going to pick
21 you up, because it would show us in the system that they're
22 all on D status, which is disconnect status, and that
23 there's a company in here for the 800 numbers and we would
24 have shown that they were actually requesting it. Then it
25 would have been fine, because if we would have taken it

1 down, then they were ready to pick it up.

2 In this case, they sent it over here to us, and
3 they haven't even requested any of the 800 numbers and then
4 most of the locations all of them still have active calls.
5 Last call they produced yesterday and today.

6 JANICE: Sprint tells me they didn't send over an
7 order.

8 MARSHA GIBBS: Yes, they did. How else would we
9 know? Logically, Janice, if you think about it, how else
10 would we know?

11 JANICE: Because one of the lines has been
12 switched and the rest of them haven't. Who signed the
13 disconnect order? Because they tell me at Sprint they
14 didn't send one.

15 MARSHA GIBBS: I don't know how they do it. I
16 don't know what their policy is, but our company was alerted
17 that you were switching. Because if we wouldn't have been,
18 we wouldn't have called you and told you. I mean if you
19 think about it logically, if -- why we would call you and
20 tell you?

21 JANICE: "inaudible" something would like to me
22 ask him to call you at those numbers you gave me? Is that
23 the easiest thing to do?

24 MARSHA GIBBS: Yes, you can ask him to call me.
25 Hopefully he gets to me beforehand.

1 JANICE: All right. I'll -- as soon as I can get
2 a hold of him, I will. Okay?

3 MARSHA GIBBS: Okay. Thank you.

4 FEMALE VOICE: Thank you for calling Connelly
5 Billiards, home of the ultimate billiard table. To reach an
6 operator at any time, press zero. If you would like to send
7 a fax, dial 520- -- please hold.

8 FEMALE VOICE: Good afternoon. Connelly
9 Billiards, how can I help you?

10 MARSHA GIBBS: Yes. Can I speak to Rhonda?

11 FEMALE VOICE: Yes. May I ask who's calling?

12 MARSHA GIBBS: This is Marsha.

13 FEMALE VOICE: Marsha? Okay. Hold on one second.

14 RHONDA: Hi, this is Rhonda. I'm either on the
15 phone or away from desk --

16 FEMALE VOICE: Please hold.

17 FEMALE VOICE: Connelly Billiards, can I help you?

18 MARSHA GIBBS: Yes, hello. I was asking to page
19 for Rhonda, because I have a disconnect status on the phone
20 lines. I need to talk to her as soon as possible
21 "inaudible".

22 FEMALE VOICE: What company are you with?

23 MARSHA GIBBS: I'm calling from A and I
24 Communications, her previous long distance carrier, except
25 we're still carrying the traffic actually. So, I need to

1 speak to her about this as soon as possible.

2 FEMALE VOICE: Okay. Can you hold on?

3 MARSHA GIBBS: Uh-huh.

4 RHONDA: This is Rhonda. Can I help you?

5 MARSHA GIBBS: Hi, Rhonda. This is Marsha Gibbs.

6 I'm calling from A and I Communications in the corporate
7 office. I'll let you know calls are monitored and recorded
8 for quality assurance purposes.

9 I called to apologize actually. I see here where
10 you're leaving our service, and we want to thank you for the
11 business you did give us. If things don't work out with
12 your new carrier, we'd like an opportunity to maybe work
13 with you again in the future. The lines are still billing
14 here with us.

15 RHONDA: Uh-huh.

16 MARSHA GIBBS: I wanted to know if want us to
17 leave those lines up and running for right now or do you
18 want us to just go ahead and take the service down?

19 RHONDA: No. They -- okay. They have -- have you
20 received a disconnect or --

21 MARSHA GIBBS: We received them alerting our
22 system from the local, but your long distance company has
23 not moved the traffic from us yet. So, it could cause a
24 disruption to everything. By the lines still being PIC'd
25 here to us, Rhonda, what will happen is anybody that calls

1 into your office it would have that you're temporarily
2 disconnected. If you tried to dial, you wouldn't be able
3 to.

4 RHONDA: You guys shouldn't even know about the
5 disconnect. About us changing.

6 MARSHA GIBBS: Well --

7 RHONDA: I don't know how you keep -- why you keep
8 calling me about this or how you keep --

9 MARSHA GIBBS: Who keeps calling you? This is my
10 first time calling you.

11 RHONDA: This is the second call. The first time
12 I was on the phone for three hours with the guy while he
13 argued with me.

14 MARSHA GIBBS: Who argued with you?

15 RHONDA: I don't remember his name. It --

16 MARSHA GIBBS: How long ago was this?

17 RHONDA: About two weeks. I don't know why.
18 How -- why are you calling me even?

19 MARSHA GIBBS: Well, the reason that we're calling
20 you is out of courtesy. Your lines are still billing here
21 with us. You're leaving --

22 RHONDA: "inaudible".

23 MARSHA GIBBS: Hold on. You're leaving to go to
24 another carrier. Right now we don't have proper
25 authorization to carry this traffic.

1 RHONDA: Yes, you do because the last time the guy
2 called I signed the authorization and faxed it to him. So
3 that's not true.

4 MARSHA GIBBS: When did you sign it and send it to
5 him?

6 RHONDA: Like two weeks ago. Three weeks ago. I
7 could probably pull it out, because you know this is all the
8 time --

9 MARSHA GIBBS: Can you send me what you faxed over
10 to him?

11 RHONDA: You know what? I cannot wait until we
12 leave you guys. This is riGoddamndiculous that I have to
13 spend time every --

14 MARSHA GIBBS: You know what? Rhonda, I've
15 treated you with the utmost respect, and I expect the same
16 in return. I have not raised my voice. I've not said
17 anything to you out of the way and rude.

18 RHONDA: "inaudible" on the phone two weeks ago
19 and now you --

20 MARSHA GIBBS: I understand that, but you need to
21 stop yelling at me. You really need to, because your lines
22 are still billing here with us.

23 RHONDA: "inaudible"

24 MARSHA GIBBS: I'm calling you out of courtesy.

25 RHONDA: "inaudible"

1 MARSHA GIBBS: We can't carry it without proper
2 authorization on file.

3 RHONDA: You "inaudible" proper authorization.

4 MARSHA GIBBS: And I'm not going to go back and
5 forth with you and argue in an arguing match. I am the
6 directing manager here. I'm letting you know as a courtesy
7 that it's probably one of your other locations, because you
8 have so many that are billing here with us.

9 RHONDA: They all should be billing with you.
10 "inaudible"

11 MARSHA GIBBS: Well, the thing of it is, is we
12 can't help it that your company --

13 RHONDA: No.

14 MARSHA GIBBS: Wait. Hold on just a second. We
15 can't -- how else would we know? We got an alert in our
16 system that you're switching vendors. Apparently --

17 RHONDA: "inaudible" got that.

18 MARSHA GIBBS: Because they know. They're
19 notifying to --

20 RHONDA: They have "inaudible" you anything. I
21 have not sent you anything.

22 MARSHA GIBBS: Well, they probably maybe contacted
23 your local company. How else would we know, Rhonda, really?

24 RHONDA: Exactly. I would really like to know how
25 you would know that, because I've talked to them.

1 MARSHA GIBBS: That's what you need to address
2 with them, because that's not our fault. I'll wear the
3 black eye obviously for what caused you to switch, but in
4 this particular case, this is not our fault.

5 RHONDA: Well, okay.

6 MARSHA GIBBS: So can you pull that and send it
7 over to me? I need to stay on hold with you. It'll take
8 two minutes. I'm going to confirm with you I have it and
9 that's it.

10 RHONDA: I need to know who is sending you
11 these --

12 MARSHA GIBBS: We got -- we have an alert in our
13 system.

14 RHONDA: From who?

15 MARSHA GIBBS: It comes up. It's within our
16 company.

17 RHONDA: Uh-huh.

18 MARSHA GIBBS: Internally within our company, and
19 every company out there has that, that's conducting long
20 distance where it's an alert in the system where you're
21 switching vendors. The reason --

22 RHONDA: "inaudible"

23 MARSHA GIBBS: -- why -- hold on. Let me answer
24 your question, Rhonda. The reason why it comes up like that
25 is because it may have been a strong possibility that you

1 could have been slammed. That's the whole purpose for that
2 system.

3 RHONDA: Okay. I want --

4 MARSHA GIBBS: So in your case, I hadn't talked to
5 you yet. So I'm basically taking the bad end for everybody
6 here. I --

7 RHONDA: Can I ask you one question?

8 MARSHA GIBBS: Well, let me finish the first
9 question. Let me answer the first question you asked me.
10 That's the reason why you know that alert came up. The
11 lines were still billing here. I checked the service and so
12 I wanted to call you to let you know what was going on.

13 Now I looked through all of your locations,
14 because there's so many of them, I see here where you talked
15 to this other person. That would have been on the third
16 that you actually spoke to somebody else in reference to
17 this.

18 RHONDA: Uh-huh.

19 MARSHA GIBBS: Now, this is the thing: Since then
20 they've given us alerts in the system for other locations,
21 because I'll tell you which one I'm calling about, and maybe
22 this will make sense to you. In Scottsdale, Arizona. Okay?

23 So the last person that talked to you, it was one of your
24 other locations that were coming up.

25 So this is what we're going to do so we don't go